

CYCLING WITHOUT AGE NAPIER



Passenger Handbook

Dear Community member and potential passenger,

Welcome to the Cycling Without Age (CWA) Napier programme. It is our hope that by using our service you will be able to get outside for a slow fun bike ride, experience some fresh air and sunshine, meet new people and enjoy being out into the community.

This Passenger Handbook outlines our programme guidelines and procedures. When you are ready, please complete and sign the application and the waiver, return them both to us and then you are "good to go."

You will be able to arrange rides by telephone or by email.

We hope you will join us and enjoy feeling the wind in your hair again!

Sincerely,

Alan White
Trustee, Pilot Trainer and Bookings
0274 302 702

Elizabeth (Liz) Barrett
Trustee, Sec/Treasurer/
Administrator
027 244 2576



Cycling Without Age Napier Trust (CWA Napier)



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1.0 Programme Administration

1.1 The CWA Napier programme

CWA Napier is responsible for volunteer pilots' training, record keeping, volunteer recruitment and appreciation. Bookings will be received from you or your carer/facilitator by telephone or email.

1.2 Passengers

Passengers are responsible to complete the passenger application/waiver form and for you or your facilitator/carer to arrange for rides by phone.

2.0 Passenger Guidelines

2.1 Passenger Criteria

Volunteer pilots provide **free** recreational trishaw rides and there is absolutely no payment required. Rides are not for appointments or errands; they are purely for recreation.

Triobike passengers should be able to get themselves in and out of the Triobike. Volunteers can only lend a hand for support. Any passenger that requires more assistance (but not 'lift in' assistance) must have staff or companion assist them in and out of the Triobike. The Triobike is equipped with a lap seat belt, but not a harness.

Passengers for **JOY, our wheelchair trishaw**, remain in their own wheelchair which is then pulled onto JOY in a safe and secure manner by a winch which is an integral part of the trishaw.

All passengers remain in their Trishaw for the duration of the ride.

Passengers who initially meet these conditions but find their condition deteriorates after a time may need to review their suitability for the programme.

3.0 Ride Procedures

3.1 Availability

Passengers can arrange ride times via your facilitator/carer or by calling Alan on 0274 302 702

While CWA Napier will work to ensure that all your requests are met, rides are based on the availability of our volunteer pilots and are weather dependent. Rides may be unavailable at times or cancelled due to inclement weather.

3.2 Companions and Helpers

Passengers may have a helper, companion, family member or friend accompany them on a ride, if they wish and they can ride alongside the trishaw on their own bicycle.

If they join the passenger on the triobike, they must also sign the waiver form before riding.

3.3 Ride Times

Rides including additional stops may be approximately 30-40 minutes initially (or shorter as arranged on an individual basis) and in general will not exceed this length unless prearranged. Rides may be cut short due to weather, trishaw mechanical failure, or at your request.

3.4 Cancelling Your Ride

If you need to cancel your ride, let Alan know with as much notice as possible.

3.5 Seatbelts

Passengers must wear seatbelts at all times while in the Trishaws.

3.6 Helmets and Hats.

Passengers need not wear helmets while on the Trishaw unless they prefer to do so. Pilots are required to wear helmets.

Triobike passengers may find warm hats in winter may reduce any chill notwithstanding the incredibly warm duffel blanket with handwarmers which is supplied on the triobike. In summertime, hats to protect from the sun may be desired.

Passengers on JOY should bring their own blankets, hats and scarves that they would normally use on a wheelchair ride outside.

3.7 Additional Stops

The programme is not intended to be a transportation program. Therefore, stops are not permitted for appointments or errands, however occasional stops along the ride which may include parks, playgrounds, at the lake, or coffee and ice cream shops etc., may occur as appropriate.

3.8 Home Pick Up

Occasionally volunteer pilots may pick up a passenger from another place, if it is within close proximity to where the trishaw resides. Volunteers will not enter a home. It is requested that passengers are ready prior to their pickup time.

3.9 Smoking/Alcohol/Recreational Drugs

Smoking, alcohol and recreational drug use are not permitted by anyone, at any time on the Trishaws. Pilots, at their discretion can refuse rides if they feel the safety of the passenger or themselves is jeopardized.

3.10 Weather

In the case of bad weather, the ride will be cancelled. This is at the discretion of the pilot and passenger. Passengers will be contacted by phone if the ride is cancelled. The Passenger is to contact their carer/facilitator or call Alan at CWA Napier directly, if they wish to cancel due to weather.

3.11 Mechanical Failure, Accidents and Health Events

In the case of a Trishaw mechanical failure during a ride, the Pilot will ensure the passenger's safety is the paramount concern at all times.

If the Trishaw cannot be easily fixed or needs trailering, the Pilot will call the contact number as provided on the application form to arrange a pickup or to make appropriate other arrangements. If the Trishaw is on a path that a vehicle cannot get to, the passenger's ability to walk/ride to an area where transport can reach, will be assessed. The Pilot may call police/ambulance depending on location for assistance and/or as per contact information provided.

The Pilot will call 111 with all health events requiring evaluation and/or assistance or an accident with an injury.

3.12 More About JOY – our wheelchair bike

Our wheelchair trishaw has a unique loading platform for easy access for the wheelchair.

The loading ramp tilts which means the wheelchair can be winched onto the platform without the use of additional ramps. The wheelchair is secured into place using motor transport clamping systems and an inertia seatbelt.

Wheelchairs up to a maximum width of 74cm can be transported safely on the cycle. It is fitted with hydraulic disc brakes with a parking feature and wheelchair lock.

4.0 Grievance Procedures

4.1 Pilot Initiated

If a Pilot has any problems during the course of their ride they are asked to contact CWA Napier immediately following the ride with details of the incident. We will work with the Pilot and passenger(s) involved in the incident to ensure a satisfactory resolution. A record of the incident will be placed in the Pilot's and Passenger's file.

4.2 Passenger Initiated

If a Passenger or designate has any problems during the course of their ride, they are asked to contact CWA Napier immediately following their ride with details of the incident. We will work with the Passenger(s) and Pilot to insure a satisfactory resolution. A record of the incident will be placed in the Pilot's and Passenger's file.

5.0 Confidentiality

A. Principles of Confidentiality

During the course of the ride, a Pilot or Passenger may acquire information that, while voluntarily shared, is privileged information. All Pilots and Passengers will:

- Be made aware of the principles of confidentiality by which they must abide.
- Treat all personal information regarding any Passenger/Pilot, whether read, overheard, observed or told directly, as confidential.
- Treat all information gathered while participating in CWA Napier programme as confidential, not only for the duration of the volunteer's service/use of services, but indefinitely after service is completed.
- Be aware that sharing information/photos on social media or in the public domain must be mutually consented to.

B. Limits of Confidentiality

Pilots and Passengers will, where appropriate, ensure to the best of their ability that programme users and passengers are made aware of the limits of confidentiality.

C. Confidentiality Clause in the Waiver

Pilots and Passengers each sign a Waiver upon entry into the program, which has a confidentiality clause.

D. Your Information

- You have the right to ask for a copy of any personal information we hold about you, and to ask for it to be corrected if you think it is wrong.
- If you'd like to ask for a copy of your information, or to have it corrected, please contact Liz at cwa.napiernz@gmail.com or phone 027 244 2576



Passenger Handbook Policies and Procedures End.

Passenger Application and Waiver Form Next.

Complete our Passenger Application form online at www.cwanapier.nz/passenger-application or email the completed form on the following page to betterlives@cyanapier.nz

Date of Application: _____

Contact Information

Name: _____ Sex: M F Date of Birth: _____

Address or Facility: _____

City: _____ Postal Code: _____

Emergency Contact: _____ Phone: _____

Relationship: _____ Email Address: _____

Personal Information

This information is collected to allow CWA Napier to assess a person's suitability for the programme and to provide the best and safest level of service possible.

Please tick the most appropriate: Completely Mobile Cane Walker Wheelchair

For Triobike Passengers

Are you able to get into the Triobike unassisted? Yes No

Are you able to sit up unaided? Yes No

Do you need a companion to ride with you? Yes No

Are you required to bring supplemental oxygen with you? Yes No

For All Passengers

DNR: Is there a "NOT FOR RESUSCITATION" directive?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Do you have any medical conditions that may affect you while being a passenger of the CWA Napier Programme (vision difficulties, hearing loss, osteoporosis, heart condition, etc.)?

Is there anything else that the Volunteer Pilot should be aware of?

Passenger Confidentiality and Application Agreement

I, _____ of the city of Napier have received, read and understand the CWA Napier Passenger Handbook, and agree to abide by their procedures and I attest that all of the information I have provided is accurate and complete. I understand and agree that acceptance into the programme is entirely at the discretion of both the Passenger or POA and CWA Napier.

Passenger Waiver of Liability

I, the undersigned, am the Passenger named taking part in the CWA Napier programme as a passenger.

- I understand and agree that there may be inherent risks associated with participation in this activity, that my participation is voluntary and that I am physically fit enough to participate in the activity.
- I accept all responsibility for my participation including the possibility of personal injury, death, property damage of any kind notwithstanding that the injury, loss may have been contributed to or occasioned by the negligence of CWA Napier and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors.
- I acknowledge that cover may be available under The Injury Prevention, Rehabilitation and Compensation Act 2001.
- I do hereby indemnify and hold harmless: CWA Napier and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors and any and all business associates and partners involved in the above noted activity and each of them, their owners, officers and employees hereby waiving all claims for damage now or in the future arising from any loss, accident, injury or death which may be caused by or arise from participation of the individual named herein during this event; and agree to assume all risks for the activity noted above that the individual named herein has agreed to participate in.

My signature acknowledges that I am over the age of 18 and had sufficient time to read and understand this waiver. I have had the opportunity to seek my own legal advice and that I understand and agree to the conditions stated in this document and that they are binding on my heirs, next of kin, executors, administrators and successors.

Signed this _____ day of _____, 20_____

Passenger Name (Please Print): _____

Phone: _____

Passenger Signature: _____

Witness Name: _____

Witness Signature: _____

Informed Consent – Waiver of Liability – Legal Guardian/ Power of Attorney

Passenger Name (Please Print): _____

I, the undersigned, attest that I am the Legal Guardian/Power of Attorney of the person named herein taking part in the CWA Napier Programme as a passenger.

- I understand and agree that there are inherent risks associated with participation in this activity, that my participation is voluntary and that I am physically fit enough to participate in the activity.
- I accept all responsibility for their participation including the possibility of personal injury, death, property damage of any kind notwithstanding that the injury, loss may have been contributed to or occasioned by the negligence of CWA Napier and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors.
- I acknowledge that cover may be available under The Injury Prevention, Rehabilitation and Compensation Act 2001.
- I do hereby indemnify and hold harmless: CWA Napier and its coordinators, officers, directors, employees, members, volunteers, agents, assigns, legal representatives and successors and any and all business associates and partners involved in the above noted activity and each of them, their owners, officers and employees hereby waiving all claims for damage now or in the future arising from any loss, accident, injury or death which may be caused by or arise from participation of the individual named herein during this event; and agree to assume all risks for the activity noted above that the individual named herein has agreed to participate in.

My signature acknowledges that I have had sufficient time to read and understand this informed consent.

By signing it I agree to the above conditions and allow the individual named herein to participate in the programme.

I understand that the conditions are binding on my heirs, next of kin, executors, administrators and successors.

Signed this _____ day of _____, 20_____

Legal Guardian/Power of Attorney Name (Please Print): _____

Phone: _____

Legal Guardian/Power of Attorney Signature: _____

Witness Name: _____

Witness Signature: _____